

Adult Consumer Perception Survey Data - Statewide - May 2007

Total Number of RECEIVED Statewide Surveys

		Frequency
Valid	May 2007	29972

Total Number of COMPLETED Statewide Surveys

		Frequency
Valid	May 2007	21433

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Valid Percent
Valid	Refused	3816	48.3
	Impairment	746	9.4
	Language	1216	15.4
	Other	2125	26.9
	Total	7903	100.0
Missing		636	
Total		8539	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	11345	54.1
	Male	9604	45.8
	Other	24	.1
	Total	20973	100.0
Missing		460	
Total		21433	

Ethnicity

		Frequency	Valid Percent
Valid	African American	2597	12.8
	Asian/Pacific Islander	1278	6.3
	Hispanic	5315	26.2
	Native American	351	1.7
	White	9185	45.3
	Other	626	3.1
	More than 1 race	922	4.5
	Total	20274	100.0
Missing		1159	
Total		21433	

Age Categories

	Frequency	Valid Percent
Valid 18 - 25 years old	2222	10.9
26 - 35 years old	4115	20.1
36 - 45 years old	5999	29.4
46 - 59 years old	8090	39.6
Total	20426	100.0
Missing	1007	
Total	21433	

Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid This is my first visit here	541	2.9
> 1 visit, but < one month	938	5.0
1 to 2 months	1653	8.8
3 to 5 months	2035	10.8
6 months to 1 year	2642	14.0
More than 1 year	11026	58.5
Total	18835	100.0
Missing	2598	
Total	21433	

What was the primary reason you became involved with this program?

	Frequency	Valid Percent
Valid I decided to come in on my own	7560	42.2
Someone else recommended that I come in.	9490	52.9
I came in against my will.	883	4.9
Total	17933	100.0
Missing	3500	
Total	21433	

Were the services you received provided in the language you prefer?

	Frequency	Valid Percent
Valid No	621	3.5
Yes	17122	96.5
Total	17743	100.0
Missing Unknown	3690	
Total	21433	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	834	4.8
	Yes	16643	95.2
	Total	17477	100.0
Missing	Unknown	3956	
Total		21433	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	7345	34.3
	Yes	14088	65.7
	Total	21433	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	20461	95.5
	Yes	972	4.5
	Total	21433	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	20982	97.9
	Yes	451	2.1
	Total	21433	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	20366	95.0
	Yes	1067	5.0
	Total	21433	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	20932	97.7
	Yes	501	2.3
	Total	21433	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	20442	95.4
	Yes	991	4.6
	Total	21433	100.0

A staff member other than my clinician or case manager helped me.

		Frequency	Valid Percent
Valid	No	20645	96.3
	Yes	788	3.7
	Total	21433	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	20826	97.2
	Yes	607	2.8
	Total	21433	100.0

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	130	.6
	English	19181	92.8
	Russian	15	.1
	Spanish	1344	6.5
	Total	20670	100.0
Missing		763	
Total		21433	

If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?

		Frequency	Valid Percent
Valid	No	6573	90.5
	Yes	692	9.5
	Total	7265	100.0
Missing		544	
Total		7809	

If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?

		Frequency	Valid Percent
Valid	No	5993	83.5
	Yes	1188	16.5
	Total	7181	100.0
Missing		628	
Total		7809	

If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .

		Frequency	Valid Percent
Valid	Been reduced	1534	22.4
	Stayed the same	685	10.0
	Increased	220	3.2
	Not Applicable (No police encounters this year or last year)	4424	64.5
	Total	6863	100.0
Missing		946	
Total		7809	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?

		Frequency	Valid Percent
Valid	No	9539	93.0
	Yes	713	7.0
	Total	10252	100.0
Missing		774	
Total		11026	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?

		Frequency	Valid Percent
Valid	No	9414	92.8
	Yes	730	7.2
	Total	10144	100.0
Missing		882	
Total		11026	

**If you have been receiving services for MORE THAN ONE YEAR,
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	1519	15.8
	Stayed the same	735	7.6
	Increased	309	3.2
	Not Applicable (No police encounters this year or last year)	7060	73.4
	Total	9623	100.0
Missing		1403	
Total		11026	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	79	.4
	Somewhat Dissatisfied	437	2.1
	Neutral	2988	14.2
	Satisfied	9923	47.2
	Very Satisfied	7595	36.1
	Total	21022	100.0
Missing		411	
Total		21433	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	54	.3
	Somewhat Dissatisfied	238	1.2
	Neutral	2572	12.5
	Satisfied	9738	47.4
	Very Satisfied	7939	38.6
	Total	20541	100.0
Missing		892	
Total		21433	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	168	.9
	Somewhat Dissatisfied	608	3.1
	Neutral	3976	20.2
	Satisfied	8737	44.4
	Very Satisfied	6168	31.4
	Total	19657	100.0
Missing		1776	
Total		21433	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	344	1.8
	Somewhat Dissatisfied	1510	7.8
	Neutral	5147	26.6
	Satisfied	7963	41.2
	Very Satisfied	4367	22.6
	Total	19331	100.0
Missing		2102	
Total		21433	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	329	1.7
	Somewhat Dissatisfied	1274	6.5
	Neutral	5010	25.4
	Satisfied	8425	42.7
	Very Satisfied	4709	23.8
	Total	19747	100.0
Missing		1686	
Total		21433	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	168	.9
	Somewhat Dissatisfied	1027	5.2
	Neutral	5320	27.1
	Satisfied	8897	45.3
	Very Satisfied	4233	21.5
	Total	19645	100.0
Missing		1788	
Total		21433	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	150	.7
	Somewhat Dissatisfied	316	1.5
	Neutral	2038	9.5
	Satisfied	8717	40.7
	Very Satisfied	10212	47.6
	Total	21433	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	21022	1.00	5.00	4.1918	.70666
appscale	20541	1.00	5.00	4.2114	.66968
txscale	19657	1.00	5.00	4.1697	.76701
socscale	19331	1.00	5.00	3.8241	.89046
funscale	19747	1.00	5.00	3.8015	.88485
outscale	19645	1.00	5.00	3.8394	.79908
satscale	21433	1.00	5.00	4.3305	.72566
Valid N (listwise)	17729				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid		
Terrible	817	4.1
Unhappy	1837	9.3
Mostly Dissatisfied	1346	6.8
Mixed	6441	32.6
Mostly Satisfied	4005	20.3
Pleased	3534	17.9
Delighted	1748	8.9
Total	19728	100.0
Missing	1705	
Total	21433	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	19734	1.00	7.00	4.6269	1.52540
Valid N (listwise)	19734				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	19656	1.00	7.00	4.5444	1.36585
Valid N (listwise)	19656				

QOL_4. In general, how often do you get together with a member of your family?

	Frequency	Valid Percent
Valid		
Not at all	2393	13.1
Less than once a month	2413	13.2
At least once a month	3044	16.7
At least once a week	4115	22.6
At least once a day	5408	29.7
No family / Not applicable	847	4.6
Total	18220	100.0
Missing	3213	
Total	21433	

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	18165	1.00	7.00	4.6713	1.60616
Valid N (listwise)	18165				

QOL_6A. About how often do you visit with someone who does not live with you?

	Frequency	Valid Percent
Valid		
Not at all	2703	14.4
Less than once a month	2068	11.0
At least once a month	3693	19.7
At least once a week	6294	33.6
At least once a day	3145	16.8
Not applicable	835	4.5
Total	18738	100.0
Missing	2695	
Total	21433	

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

	Frequency	Valid Percent
Valid		
Not at all	4585	25.5
Less than once a month	1080	6.0
At least once a month	1733	9.6
At least once a week	3070	17.1
At least once a day	4311	24.0
Not applicable	3204	17.8
Total	17983	100.0
Missing	3450	
Total	21433	

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	18415	1.00	7.00	4.6708	1.36127
Valid N (listwise)	18415				

QOL_8A. During the past month, did you generally have enough money to cover food?

	Frequency	Valid Percent
Valid No	4657	24.4
Yes	14454	75.6
Total	19111	100.0
Missing	2322	
Total	21433	

QOL_8B. During the past month, did you generally have enough money to cover clothing?

	Frequency	Valid Percent
Valid No	7334	38.6
Yes	11644	61.4
Total	18978	100.0
Missing	2455	
Total	21433	

QOL_8C. During the past month, did you generally have enough money to cover housing?

	Frequency	Valid Percent
Valid No	4213	22.3
Yes	14712	77.7
Total	18925	100.0
Missing	2508	
Total	21433	

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

	Frequency	Valid Percent
Valid No	7135	37.7
Yes	11767	62.3
Total	18902	100.0
Missing	2531	
Total	21433	

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Valid Percent
Valid	No	10478	55.6
	Yes	8362	44.4
	Total	18840	100.0
Missing		2593	
Total		21433	

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Valid Percent
Valid	No	18156	93.3
	Yes	1297	6.7
	Total	19453	100.0
Missing		1980	
Total		21433	

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Valid Percent
Valid	No	16611	86.0
	Yes	2707	14.0
	Total	19318	100.0
Missing		2115	
Total		21433	

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Valid Percent
Valid	No arrests	17953	96.4
	1 arrest	407	2.2
	2 arrests	112	.6
	3 arrests	51	.3
	4 or more arrests	92	.5
	Total	18615	100.0
Missing		2818	
Total		21433	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	19382	1.00	7.00	4.7945	1.41051
Valid N (listwise)	19382				

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	18844	1.00	7.00	4.1956	1.48435
Valid N (listwise)	18844				